

Representative Task Order – Data Center Administration

The contractor shall perform all activities related to running the Information Technology & Communications Directorate (ITCD) data center (i.e., system and database administration, system hosting services, operations and sustaining support services, problem management, etc.) to maximize the availability of services and systems to support the Goddard missions. The contractor shall provide day-to-day system administration support for the data center, including servers, applicable applications including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives. The contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall ensure the maintenance of all data center equipment. The contractor shall also update and report the inventory of all software on a quarterly basis, including software maintenance agreements.

The contractor shall provide quarterly reports of all systems and application being hosted in the data center, and ensure that all applications are included in the Agency application repository, which is called System for Tracking and Registering Applications and Worksites (STRAW).

The contractor shall, host and manage the Enterprise Test Environment (ETE), ensuring sufficient availability to support all of development and testing efforts and ensuring the ETE mirrors the Production environment for test result accuracy.

The contractor shall adhere to the following Quality Assurance monthly reporting requirements.

- OS Middleware availability/uptime
- Percentage of maintenance changes performed on schedule
- Percentage of maintenance windows exceeded
- Average time for incident closure for each type of incident (by criticality),
- Number and percentage of incidents re-opened (as a percentage of total)
- Application/Web Server/Database Availability
- Data Center availability
- Server availability - Average time for incident closure for each type of incident (by criticality),
- Customer Satisfaction - New database service request fulfillment, Database Availability/uptime
- Mission critical data recovery time
- Non-mission critical data recovery time - Average time for incident closure for each type of incident (by criticality)